



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

**CONSUMER LIAISON OFFICER
24 MONTH LIMITED TERM POSITION**

\$4,727 - \$5,703

**OFFICE OF COMMUNITY AND CONSTITUENT AFFAIRS
SACRAMENTO**

RESPONSIBILITIES:

Under the general direction of the Insurance Commissioner and/or Deputy Commissioner for Community and Constituent Affairs, the incumbent will serve in a liaison capacity between the Department and various consumer advisory organizations, consumer advocate groups, and community-based organizations to discuss and provide information on insurance issues and the Department's activities, programs, goals, and developments in the areas of consumer interest. The incumbent will work with constituency groups, including insurance industry representatives, to conduct and supervise constituent outreach, education, and marketing activities aimed at insurance consumers, especially traditionally underserved consumers.

DESIRABLE QUALIFICATIONS:

- Ability to communicate effectively with the general public, constituents and departmental staff;
- Ability to coordinate special events such as exhibits, community forums, speaking engagements, news conferences, etc;
- Ability to effectively communicate community outreach and education programs;
- Demonstrated ability to take initiative and work independently;
- Excellent customer service and communication skills, both verbal and written;
- Skills in writing brochures, informational fliers, news releases and marketing materials;
- Highly organized with a proven ability to handle multiple tasks concurrently and efficiently;
- Willingness to travel.

WHO MAY APPLY: Applications will be accepted from current State employees at the Consumer Liaison Officer level, those within transfer range (i.e., Staff Services Manager I, Information Officer II) or individuals who have list eligibility. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. State employees currently on SROA lists or employed by a surplus department are encouraged to apply. *Applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, transfer, Training and Development, list eligibility, and reinstatement) on the State application.*

APPLICATION PROCEDURE: Send a completed standard State of California application to Christopher Flora, Department of Insurance - Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Please indicate "Consumer Liaison Officer #181-5838-XXX" on the State application.** For additional information, please call (916) 492-3260.

FINAL FILING DATE: **April 9, 2000 or until filled**

NOTE: **Interested individuals, including list eligibles, must submit applications in order to be considered for this position.**

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

TC03/29/01